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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

IN RE THE APPLICATION OF:

Stuart et al.

Grp. Art. Unit: 2756

Application No: 09/366,114

Examiner: S.P. Sing

Filing Date: August 2, 1999

Date: January 21, 2003

10-97  
SYSTEM AND METHOD FOR  
PROVIDING A SERVICE TO  
A CUSTOMER VIA A  
COMMUNICATION LINK

Atty. Dkt. No: Stuart-ISAM

#  
6/A  
2-13-03  
MB

RESPONSE TO FIRST OFFICE ACTION

In response to the Office Action dated October 23, 2002,  
please consider the following amendment and remarks.

In the claims:

Please cancel claims 26 and 37 without prejudice.

Please amend claims 1, 2, 4, 5, 7, 8, 12, 13, 16, 19,  
21, 22, 24, 25, 26, 28, 29, 34, 36 and 39 to read as follows.

Sub B1  
AI  
1. A method of obtaining customer feedback  
comprising the steps of:

establishing a communication link at least  
partially via a telecommunications server with at least one  
of a plurality of live agents of a service provider that  
originates from a customer;

providing a service at least in part by the live  
agent to the customer at least in part via said communication  
link;

requesting the customer to provide feedback data  
before said communication link is terminated;

if the customer provides feedback data, then  
associating said feedback data with telecommunications server  
data that includes an identity of the live agent.

I certify that this paper or fee was mailed with sufficient postage via first class mail on the 21st day of January, 2003 to the Assistant Commissioner for  
Patents, Washington, D.C. 20231; Name Printed : Carrie Stremining; Signature *Carrie Stremining*

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